



Going the extra mile

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Going the
Extra Mile
for you ➤

Delivery beyond expectation

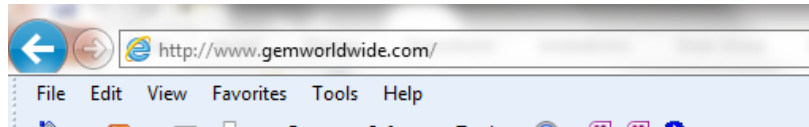
Enquiry Form

Twitter

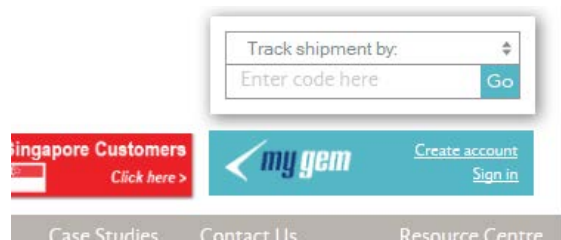
Welcome to GEM Worldwide's Website Manual

Welcome

Visit the site at www.gemworldwide.com



my gem



Create Account

New to GEM or wanting more information, open an account and complete the details to receive and account with login details



MyGEM Registration

*Required fields are in bold

Account Information

Existing Customer: ☒ Yes ☐ No

Account Code:

Company Name:

Contact Information

Title:

Name:

Street Address:

City/Town:

State/Province:

Postcode:

Country:

Residential Address: ☐

Telephone:

Email:

Remarks:

Word Verification:

Type the characters you see in the picture below:
"If you can't see the picture below, click on 'Generate a new code' link."

[Generate a new code](#)

Enter the code shown:

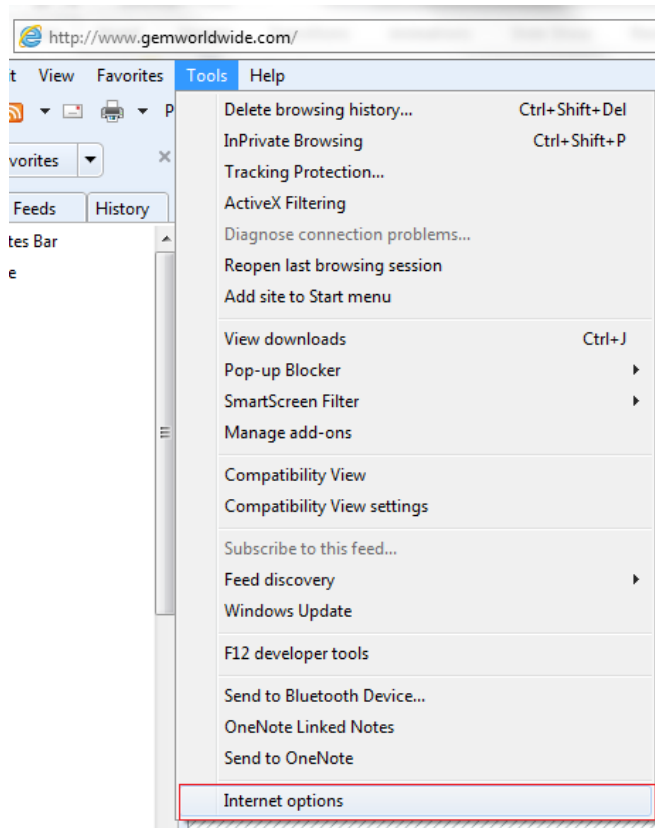
[Register Now](#)

[Back to login](#)

Sign In

See page 4

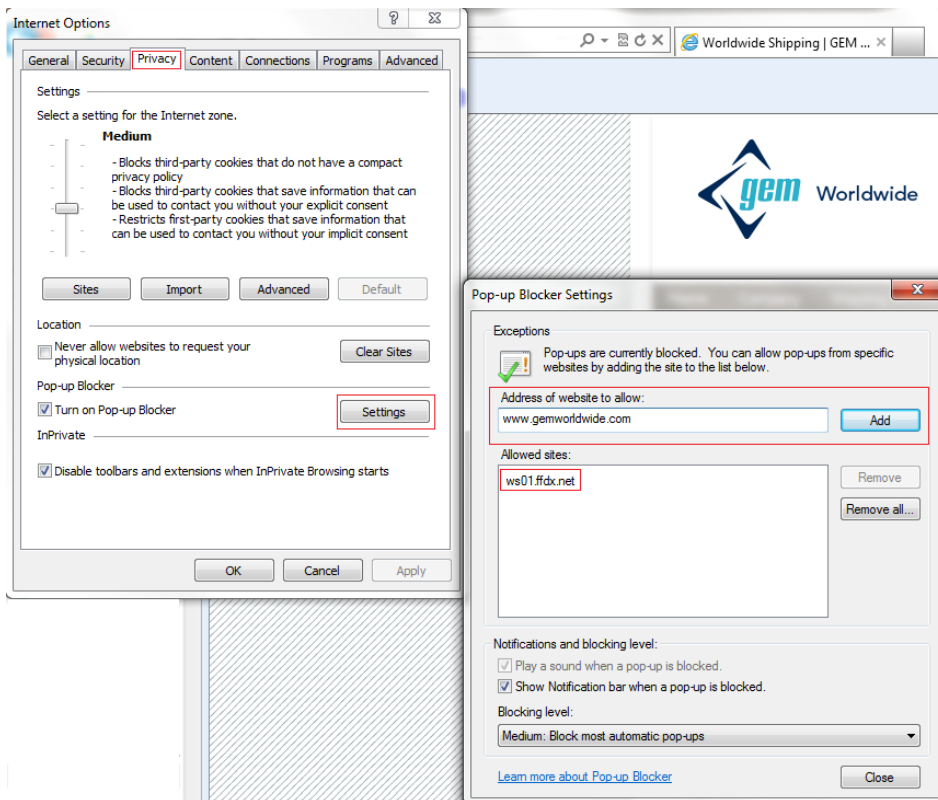
The Technical Bit



At GEM we use pop-up's to generate paperwork to ship your consignments. This is an important feature as Airway Bills, Manifests and Invoices are created here.

At no time will you see any advertising and no malware. Our site is fully maintained and 100% secure

Here are instructions to allow pop-ups



In internet options, click on Privacy, then in Pop-up Blocker, Settings (highlighted in red).

In Pop-up Blocker Settings, Under Address of website to allow, enter individually

www.gemworldwide.com, click Add

And

ws01.fdx.net, click Add

Once finished click close and Ok.

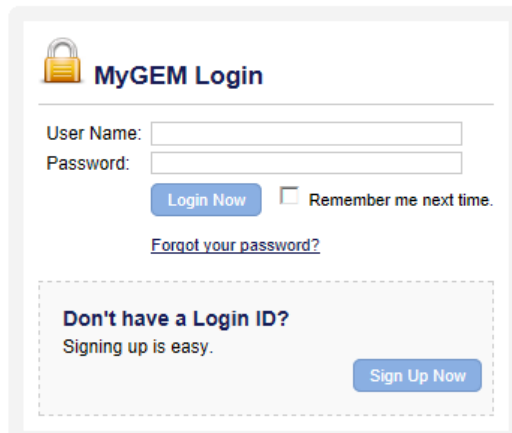
If you enter a new shipment (page 11) and try to print paperwork, you will see the below notification appear and prompt you to always allow pop-ups.



Login

Existing Users

Enter User Name & Password to access you GEM account



MyGEM Login

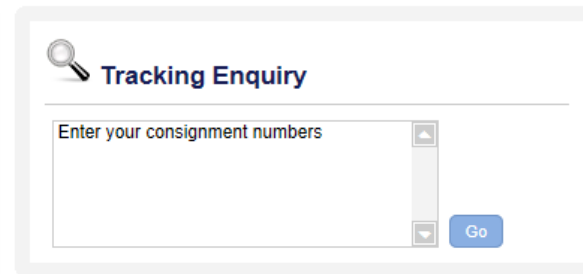
User Name:

Password:

☐ Remember me next time.

[Forgot your password?](#)

Don't have a Login ID?
Signing up is easy.



Tracking Enquiry

Enter your consignment numbers

If you already sent a shipment and you wish to track the status without logging in, please enter your connote number here and click GO

To sign up for a new account, click here



my gem Home Page



1. Home – Will always navigate you back to this page on the site
2. Your address book and user profile
3. Dashboard – for reporting and analytical analysis
4. Shipping – Preparing shipping documents for export
5. Tracking –Track pending deliveries
6. Prepare custom Reports

Address Book

At GEM we can manage your address book, so if you are a new customer with an address book, or you have a distribution with an address database, we can import this which will save you time & increase accuracy not having to manually key the data in

Address Book

The screenshot shows the 'Address Book' interface. At the top, there are buttons for 'Upload Contact List' and 'Create New Contact'. Below these is a 'Filter' dropdown menu currently set to 'All Address List', with a search input field and 'Search Contact' and 'Advanced Search' buttons. The table displays '1 to 50 records of 1158 records'. The table has columns: Name (Ref Code), Company Name, Contact No, Account Code, Entity, Ref Type, and actions (Edit, Delete). The first record is 'DEMO DEMO (DEMO)' with 'NA' for Company Name, Contact No, and Account Code, and 'Gem Worldwide' for Entity. The Ref Type is 'Personal Address List'.

Name (Ref Code)	Company Name	Contact No	Account Code	Entity	Ref Type	
DEMO DEMO (DEMO)	NA	NA	NA	Gem Worldwide		Edit Delete

Your address books list contact, and can be differentiated between personal and Company.

If you are unable to find an address, the Advanced Search filter will locate it. Just choose one of the below options and click search. All matching results will be found

The screenshot shows the 'Advanced Search' form. It has fields for Title, First Name, Email, Company Name, Type (dropdown), Ref Code, Last Name, Mobile, and Department. There are 'Search' and 'Clear' buttons. The 'Type' dropdown is set to 'Personal Address List'.

Title:		Ref Code:	
First Name:		Last Name:	
Email:		Mobile:	
Company Name:		Department:	
Type:	Personal Address List	Search Clear	

New Address

Entering a new address, is simple, all fields in bold are mandatory. Complete the fields and click save to upload the address to your address book.

Account Details – Allows you to select where the address you enter is stored

If the Shipper option is ticked in Shipment Settings, this will allow you to arrange collections from this address.

*Please notify Customer Service should you choose this option

Ref Details
Enter new user details and click 'Save'. Required fields are shown in bold:

User Particulars

Ref Code:

Company/Name:

Active: ☒

Salutation:

First Name:

Last Name:

Address:

City/Town:

State/Province:

Postcode:

Country:

Residential Address: ☐

Phone:

Mobile:

Fax:

Email:

Account Details

Account Code: ha0106

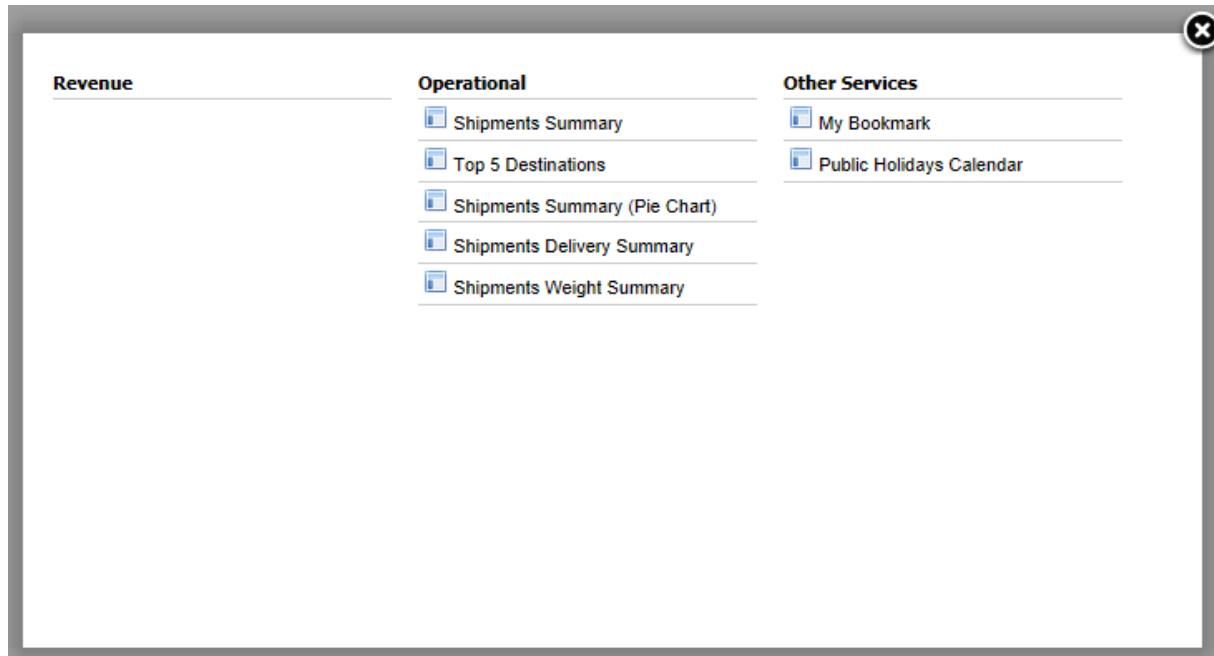
Contact Type:

Department:

Shipment Settings

Type: ☐ Shipper ☒ Receiver

Dashboard



The Dashboard has been designed to give you a quick view, snapshot from Breaking News, Public Holidays which could effect your delivery to Your most popular destinations and delivery percentage times. Simple click on one of the above and it will appear on your my gem home page

Profile

Account Details	
Ref Code:	DEMO
Entity:	Gem Worldwide
Station Name:	GEM Worldwide
Station UTC OffSet:	60
Account Code:	DEMO

Personal Particulars	
Company or Name:	0
Title:	0
First Name:	DEMO
Last Name:	DEMO
Address:	0
	0
	0
City/Place:	TBA
State:	0
Postcode:	0
Country:	UNITED KINGDOM ▼
Residential Address:	☐
Phone:	0
Mobile:	0
Fax:	0
Email:	cs@gemworldwide.com
Department:	0
Update	

Each login is customised to a particular user, multiple users can be created for the same account. This allows different departments.

Help

Contact Us

You can call, email, or the old fashioned way write to us and we will respond.

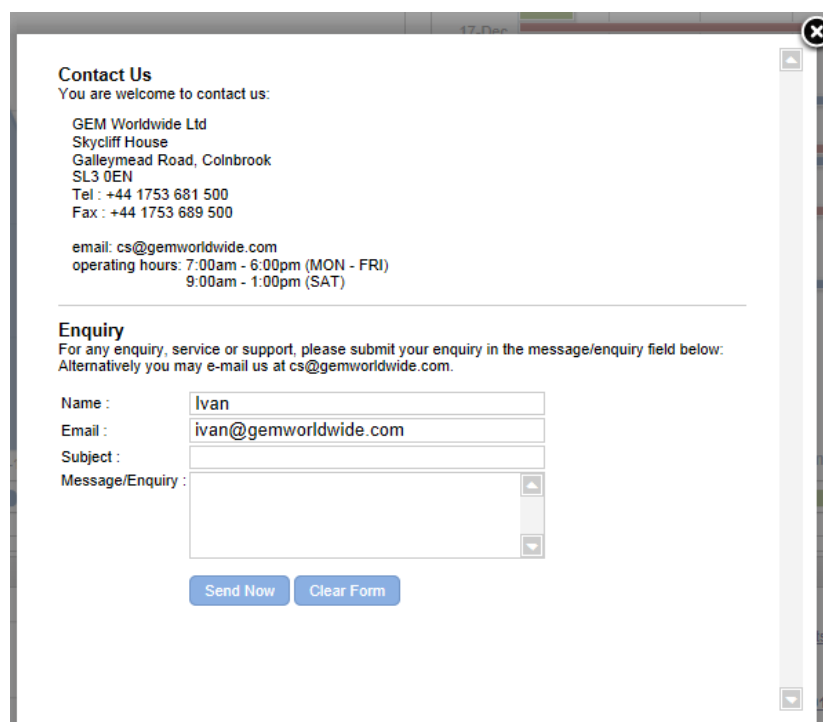
Useful Info

To arrange a collection, email
collections@gemworldwide.com

For Accounts –
accounts@gemworldwide.com

Sales
sales@gemworldwide.com

All other correspondence
cs@gemworldwide.com



The screenshot shows a web browser window with a 'Contact Us' form. The form is titled 'Contact Us' and includes a welcome message. It provides contact details for GEM Worldwide Ltd, including their address, telephone, fax, and email. Below this, there is an 'Enquiry' section with instructions on how to submit an enquiry. The form fields are: Name (Ivan), Email (ivan@gemworldwide.com), Subject (empty), and Message/Enquiry (a large text area). There are 'Send Now' and 'Clear Form' buttons at the bottom of the form.

Contact Us
You are welcome to contact us:

GEM Worldwide Ltd
Skycliff House
Galleymead Road, Colnbrook
SL3 0EN
Tel : +44 1753 681 500
Fax : +44 1753 689 500

email: cs@gemworldwide.com
operating hours: 7:00am - 6:00pm (MON - FRI)
9:00am - 1:00pm (SAT)

Enquiry
For any enquiry, service or support, please submit your enquiry in the message/enquiry field below:
Alternatively you may e-mail us at cs@gemworldwide.com.

Name :
Email :
Subject :
Message/Enquiry :

Shipping

Hover over Shipping to reveal

Shipping – Preparation of documentation

Supplies – Order GEM stationary if you are running low

Once clicking on Shipping, the site will take you into New Shipment

The form allows you to add and maintain shipment details. When making a new entry, the shipment number will be automatically generated for you when the details are being saved.

The interface is intuitive, with mandatory fields being highlighted. Depending on the nature of your product, where it's going to, values etc, the information mygem requires will automatically adjust.

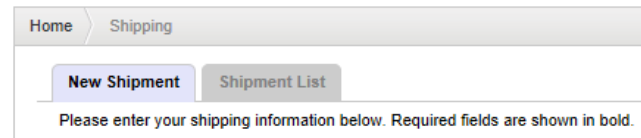
The screenshot shows the 'New Shipment' form in the MyGEM system. The form is divided into several sections: Sender Information, Receiver Information, Shipment Information, and Delivery Notes. Mandatory fields are highlighted in yellow. Numbered callouts point to specific features:

- 1**: Points to the 'New Shipment' button in the top navigation bar.
- 2**: Points to the 'Sender Information' section, specifically the 'Ref Code' dropdown.
- 3**: Points to the 'Receiver Information' section, specifically the 'Ref Code' dropdown.
- 4**: Points to the 'Shipment Information' section, specifically the 'Service' dropdown.
- 5**: Points to the 'Origin of Goods' dropdown in the 'Shipment Information' section.
- 6**: Points to the 'Shipment Options' section, specifically the 'Assign To Manifest' checkbox.

The form includes fields for Sender and Receiver details (Name, Country, Address, City/Town, State, Postcode, Contact, Phone, Email), Shipment details (Ref Code, Service, No. of Items, Description, Weight, Cubic, Customs Value, Shipment Terms, Customer Ref. #1, Customer Ref. #2, Origin of Goods, Reason for Export), and Delivery Notes. It also has checkboxes for 'Save sender to address book AS REF' and 'Save receiver to address book AS REF', and buttons for 'Reset' and 'Continue'.

1. a) New Shipment – To Create a new shipment

b) Shipment List – gives a rolling account of the shipments processed. See Page ****



Shipment #: [System Auto Generated]

Sender Information		Bill To:
Ref Code: 	Select One 	
Name:		
Country:	Select One 	
Address:		
City/Town:		
State:	Postcode:	
Contact:		
Phone:		
Email [?]:		
☐ Save sender to address book AS REF		

2. Sender Information

Shipment # - When making a new entry, the shipment number will be automatically generated for you when the details have been saved.

Ref Code – Accesses your GEM address book, (page 6) and lists all previously saved addresses.

All fields highlighted in yellow are mandatory. Sender Information is the originating address normally your address, unless arranging a collection from another company. If booking a collection from another company (3rd Party) please call or email customer service to alert them. Please see receiver information for full field breakdown.

Receiver Information

If the user is keying in a new shipment all the fields in **bold** are mandatory requirements. This can vary from the from the service code selected. The dynamic programming ensures that whether a document or CD being sent, [GEMOnline](#) will prompt the user to complete required fields to ensure the necessary information is entered first time, reducing the delay if the correct paperwork is not completed.

Receiver Information

Ref Code: 

Name:

Country:

Address:

City/Town:

State: **Postcode:**

Contact:

Phone 1: **Phone 2:**

Email [?]: ☐ **Alert**

☐ Save receiver to address book AS REF

Name – The Company Name, unless private individual, the shipment is being sent too.

Email – It is important to add an email address if available, as an email is sent to the receiver confirming delivery details and tracking number.

Alert – Tick this box to send an email to the receiver with delivery information.

Save Sender – Give the address entered a name to store it in your address book and access it from Ref Code to save time entering it again.

Shipment Information

services available

UK Express - National Next Day delivery Service to England, Wales & Scotland *

GEM Saver – Economy service to Europe *

Export Documents – Express Service for Documents only

Export Non Documents - Express service for Non Document shipments - A description, shipment terms, dimensions & invoice may be required

Box Service – European – Single box upto 30kg to selected countries

Box Service – Domestic – Single box upto 30kg to England, Wales & Scotland *

*(please check service guide, to ensure service available)

Shipment Information

1 Service: Select One

☐ Security Value 2

☐ Insurance Value

3 No. of Items: 4

Description: 4

5 Weight: KGs

Cubic (L x W x H) (cm): X X = KGs 6

7 Customs Value: Pounds Sterling

8 Shipment Terms [?]: Select One

Service:

Select One

Select One

UK Express

GemSaver

Export Documents

Export Non Documents

Box Service

European Box Service

Domestic Box Service

2. Security Value is a UK overnight service which bypasses the Hub system and is hand checked through security for the more fragile items. Insurance Value must be declared if the sender requires Insurance.

3. No. of Items – The user must enter the number of items being sent. To speed up processing this can be defaulted to 1.
4. Description – Must be entered if the goods are not documents
5. Weights can be specified in grams or kilograms. If you are unsure on the exact weight, all items are check weighed upon entry to GEM's warehouse.
6. Cubic – Enter the size of the box to work out the volume weight
7. Customs Value – If non documents, the total value of the shipment must be declared
8. Shipment Term allows the user to select how the shipment will be released from customs. DDP is the fastest and most efficient way, as all the duty charges imposed by customs are paid by the sender. DDU will be charged to the receiver. If any charges have been levied, the shipment would remain in customs until the receiver has contacted customs and paid the balance in full.

1. Customer Ref # 1 & 2 is a multi purpose field. Both reference's appear on GEM invoicing. This easily allows the user to identify to whom the shipment has been sent to and accrue it to the departments billing. This reference is uploaded to www.gemworldwide.com and then becomes trackable by entering it in the quick search. This flexibility lets both the sender and receiver view the shipments online without a tracking number.

The screenshot shows a form with the following fields and callouts:

- 1** points to the **Customer Ref. #1:** field, which is highlighted in yellow.
- 2** points to the **Origin of Goods:** dropdown menu, which currently shows **UNITED KINGDOM**.
- 3** points to the **Reason for Export:** field.
- 4** points to the **Delivery Notes:** field.
- 5** points to the **Notes:** field.

Other visible fields include **Customer Ref. #2:** and a checkbox labeled **Use receiver's customer ref.**

2. Origin of Goods appears on the commercial invoice, if applicable, this shows whether they are UK origin or not.
3. Reason for Export is defaulted to Permanent, this best describes the majority of shipments sent. (This setting can be overridden by the Administrator settings).
4. Delivery Notes assists the GEM delivery driver if there are any special instructions or requirements
5. Any additional details which may aid delivery

shipment options

The screenshot shows the 'Shipment Options' form. It includes a section for 'Assign To Manifest' with a 'Despatch Date' dropdown (31/12/2012) and a 'Run ID' dropdown (1). Below this are checkboxes for 'Book A Pick-up' (with a link to 'Change Collection details') and 'Ship After Saving Record'. At the bottom are 'Reset' and 'Continue' buttons. Numbered callouts point to: 1. 'Assign To Manifest' checkbox, 2. 'Despatch Date' dropdown, 3. 'Book A Pick-up' checkbox, 4. 'Ship After Saving Record' checkbox, and 5. 'Continue' button.

Shipment Options : This gives you the option to complete the entire booking process from the front screen. Tick all three boxes and your paperwork will be printed, data transmitted to GEM and the information sent to the driver to collect your shipment. This is particularly useful why processing only one shipment.

2. Despatch Date – Opens a calendar which lets you either send your data on today's date or future dates.

Run ID – Lets you split the shipments you are working with. Using separate Run ID's lets arrange morning & afternoon deliveries or if the despatch date is changed, deliveries today and future dates.

3. Book a Pick-up – When used in conjunction with Assign to Manifest and Ship after Saving Record will Notify GEM & the driver to collect your shipment.

1. Assign To Manifest – Adds the shipment the first available "Run" which will allow the you to continue to work and add to your growing manifest, then submit all that the same time.

4. Allows you to complete the whole booking process once continue has been clicked.

5. Reset – Clears all data entered.

Continue – Moves you to the verify page to confirm data entered where paperwork will be printed.

Once submit has been clicked, the system give you an overview of your shipment which will allow you to either make a change with the Edit button, or Save which adds the shipment to the Shipment List and prints your paperwork

Home
Shipping

New Shipment
Shipment List

Please verify your collection request information at the following. To confirm the shipment details, click Save. To edit details, click Edit to go back to the shipping form.

Shipment #: [System Auto Generated]

Sender Information
Ref Code:
Name: 123 Test
Country: UNITED KINGDOM
Address: 123 New Street

City/Town: London
State:
Contact: John Smith
Phone: 0207 000 0000
Email []: cs@gemworldwide.com

Bill To:

Postcode: W1T 4BQ

☐ Alert

Receiver Information
Ref Code:
Name: GEM Worldwide
Country: UNITED KINGDOM
Address: Skycliff House, Galleymead Road

City/Town: Colnbrook
State:
Contact: Customer Service
Phone 1: 01753 681 500
Email []:

Postcode: SL3 0EN

Phone 2:
☐ Alert

Shipment Information
Service: UK Express
☐ Pre 9
☐ Pre 10
☒ Pre 12
☐ Saturday
☐ Insurance

☐ Security Value
☐ Insurance Value

No. of Items: 1
Description: Test
Weight: KGs 1
Cubic (L x W x H) (cm): X X = 0.00 KGs
Customs Value:
Shipment Terms []:
Customer Ref. #1: Test
☐ Use receiver's customer ref.

Customer Ref. #2:
Origin of Goods:
Reason for Export:
Delivery Notes:
Notes:
Shipment Options: ☐ Assign To Manifest

Edit
Save

pop-ups

We have detected that a pop-up blocker has been enabled on your browser. For a better browsing experience, please allow pop-ups for GETOnline. The following links have been blocked.

- [printdoc/docConnoteSt](#)
- [printdoc/docManifestP](#)

[Click here](#) to remove all pending pop-ups.

All data provided by GEM have been security scanned & free from any malicious files & viruses. GEM's site uses pop-ups for connote & manifest printing. The example shows if the GEM site is not set as allowed

confirmation

New Shipment

Shipment List

Your shipment 357900000000 has been added successfully.
357900000000 has been assigned to Run ID : 20121209_01_ha0106.
Run ID : 20121209_01_ha0106 has been finalised/closed.
Shipment 357900000000 has been booked a collection.
Please enter your shipping information below. Required fields are shown in bold.

Confirmation of the shipment being saved appears in red “added successfully”. It also confirms the “Run ID” number and that the shipment data has been sent. The unique GEM airway bill number is also allocated at this time.

shipment list

Shipment List –

An overview of the submission page for multiple bookings

New Shipment

Shipment List

1

Search

Date Type:

☒ Created Date
 ☐ Despatch Date

From:

01/10/2012

▼ (dd/mm/yyyy)

To:

▼ (dd/mm/yyyy)

Destination:

▼

Service Type:

All

▼

Status:

☒ Pending
 ☒ Manifested
 ☒ Finalised
 OR
 ☒ All shipments of the day

Search

☒ View my shipment(s) only

☐ Select	Status	Run ID	Created By	Created Date	Shipment #	Serv.	Recipient	Location	Country	Print Date	Collection
☐			AR0100	09-Dec-2012 00:00:00	357900608995 [edit]	DOM	GEM Worldwide	Colnbrook	UNITED KINGDOM		
☐		01 09-Dec-12	AR0100	09-Dec-2012 20:10:00	357900608984	ED	141 WORLDWIDE	New York	UNITED STATES		09-Dec-12

Pending
 Manifested
 Finalised

Shipment Documentation

☐ Connote Label (Style 1)
 ☐ Commercial Invoice
 ☐ Manifest Print
 ☐ Sticker Label
 ☐ Delivery Run Manifest Print

Shipment Options

☐ Assign To Manifest

Despatch Date:

13/01/2013

▼

Run ID:

1

▼

☐ Delete Shipment
 ☐ Ship Now
 ☐ Schedule Booking

Select a date and time you would like your package(s) picked up. Shipment ready time and pickup time must be at least 2 hours apart.

Collection Date:

13/01/2013

▼

Ready Time:

17

▼

:

20

▼

Closing Time:

18

▼

:

00

▼

Collection Address:

If it different from sender's address, please specify.

▼

Pickup Location:

Office

▼

(Others please specify)

Vehicle Type:

Van

▼

Special Instructions:

▼

Submit

23/01/2013

MK411 MyGEM User Guide

20

1. search

Search
Date Type: ☒ Created Date ☐ Despatch Date
From: To:
Destination:
Service Type:
Status: ☒ Pending ☒ Manifested ☒ Finalised OR ☒ All shipments of the day

Search – Shows current days despatch and all historical shipments.

Reports can be drilled down to show specific destinations, the type of service i.e. express or economy.

Status – Pending – shipments which have been created, however not assigned to a manifest.

Manifested – Shipments that are assigned to a manifest and not finalised.

Finalised – Data sent to GEM & items collected

☒ View my shipment(s) only

☐ Select	Status	Run ID.	Created By	Created Date	Shipment #	Serv.	Recipient	Location	Country	Print Date	Collection
☐			AR0100	09-Dec-2012 08:00:00	357900608995 [edit]	DOM	GEM Worldwide	Colnbrook	UNITED KINGDOM		
☐		01 09-Dec-12	AR0100	09-Dec-2012 20:10:00	357900608984	ED	141 WORLDWIDE	New York	UNITED STATES		 09-Dec-12

 Pending  Manifested  Finalised

View my shipments – Toggle between the shipments you have entered and all users on the same account number

Status – shows what stage the shipment is currently at.

Created By – Who created the shipment

Shipment – Confirms the unique airway bill number & allows the user to edit the shipment, only if in Pending & manifest status

Serv – Shows the service the shipment has been sent on

Print Date – What date the paperwork was printed on

Collection – Confirms if the shipment has been collected by GEM

Shipment Documentation

- ☐ Connote Label (Style 1)
- ☐ Commercial Invoice
- ☐ Manifest Print
- ☐ Sticker Label
- ☐ Delivery Run Manifest Print

Shipment Options

- ☐ Assign To Manifest

Despatch Date: 13/01/2013 ▼

Run ID: 1 ▼

- ☐ Delete Shipment
- ☐ Ship Now
- ☐ Schedule Booking

Select a date and time you would like your package(s) picked up. Shipment ready time and pickup time must be at least 2 hours apart.

Collection Date: 13/01/2013 ▼

Ready Time: 17 ▼ : 20 ▼

Closing Time: 18 ▼ : 00 ▼

Collection Address: If it different from sender's address, please specify.

Pickup Location: Office ▼

(Others please specify)

Vehicle Type: Van ▼

Special Instructions:

Submit

Shipment documentation allows re-printing of paperwork, if you need extra copies or if the original is lost or damaged.

Shipment Options –

● Standard Report ★ Customized Report ● Report Canvas

My Reports

If the default reports do not meet all of your company requirements, create custom report templates and configure the system to add your custom reports to the list of reports.

● Create New Report

report

My Report allows you to create customised reports which breakdown, weight, destination, number of pieces.

Click on Create New Report and follow screen instructions